

APPENDIX A

KEY FINDINGS FOR REGION 11: BACKUP TABLES

SATISFACTION WITH TRICARE AND TRICARE PRIME

Table 2.1 Percent of Beneficiaries Satisfied with Care They Received at a Military (MTF) or Civilian (CTF) Treatment Facility, by Region and Past Care, Compared to a National Civilian Benchmark Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Region 1	64.5	84.1
Region 2	51.5	83.7
Region 3	54.8	82.6
Region 4	58.5	83.4
Region 5	62.1	84.2
Region 6	57.7	82.9
Region 7/8	57.0	82.0
Region 9	61.2	80.1
Region 10	63.2	81.8
Region 11	64.4	82.6
Region 12	64.1	81.6
Alaska	62.6	79.7
Europe	61.2	73.9
Mean, all regions	58.9	82.7
Total population	3,630,311	3,882,672
National benchmark	89.0	

Table 2.2 TRICARE Prime Enrollees' Levels of Satisfaction with Prime in Mature TRICARE Regions Only Percent of Beneficiaries Enrolled in TRICARE Prime			
	Percent satisfied with health care under TRICARE Prime		
	Agree or strongly agree	Neither agree nor disagree	Disagree or strongly disagree
Region 3	50.9	34.5	14.6
Region 4	51.5	30.6	17.9
Region 6	51.3	32.0	16.7
Region 7/8	44.3	36.9	18.8
Region 9	56.8	32.3	10.9
Region 10	59.2	27.7	13.1
Region 11	57.8	27.3	14.9
Region 12	56.5	29.4	14.2
MHS Average	51.5	32.7	15.8
Total population	194,339	402,486	632,476

Table 2.3 Percent of Beneficiaries Satisfied with the Military or Civilian Care They Received in Region 11 by Type of Beneficiary and Past Care Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Active duty personnel	66.0	80.4
Active duty family members	62.0	80.7
Retirees, survivors, and family under age 65	63.4	79.9
Retirees, survivors, and family age 65 or over	66.2	88.3
Region 11 overall	64.4	82.6
Mean, all regions	58.9	82.7
Total population in Region 11	163,244	187,066

Table 2.4 Intention to Enroll or Re-enroll in TRICARE Prime in Region 11, by Enrollment Status and Likelihood to Enroll Percent of Beneficiaries Reporting Knowing Something About TRICARE			
	Percent reporting given likelihood		
	Likely or very likely	Neither likely nor unlikely	Unlikely or very unlikely
Enrolled in TRICARE Prime			
Active duty	53.3	19.9	26.9
Non-active duty	74.2	10.7	15.2
Not enrolled in TRICARE Prime			
Under age 65	14.9	24.2	61.0
Age 65 or over	4.0	16.2	79.7
Region 11 overall	46.0	17.2	36.8
Mean, all regions	41.4	NA	NA
Total population in Region 11	85,816	32,022	68,596

Table 2.5 TRICARE Prime Enrollees Satisfied with Their Care in Region 11 by Military or Civilian Primary Care Manager Percent of Beneficiaries Enrolled in TRICARE Prime		
	Primary Care Manager	
	Military	Civilian
Region 11	59.2	60.9
Mean, all regions	49.3	56.3
Total population in Region 11	64,585	24,938

ACCESS TO HEALTH CARE

Table 3.1 Beneficiaries' Use of an Emergency Room in Lieu of a Regular Appointment in Region 11 by Enrollment Status Percent of Beneficiaries Who Report Using an ER in the Past 12 Months	
	Percent using ER in lieu of regular appointment
Enrolled in TRICARE Prime	
Active duty	15.4
Non-active duty	20.8
Not enrolled in TRICARE Prime	
Under age 65	13.7
Age 65 or over	7.9
Region 11 overall	15.1
MHS Average	17.2
Total population in Region 11	114,031

Table 3.2 Average Waiting Periods for Beneficiaries to Get an Appointment for Routine Care in Region 11 by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 8 days	53.7	64.4
Waited 8 - 30 days	41.4	29.1
Waited > 30 days	5.0	6.5
Not enrolled		
Waited < 8 days	43.9	52.0
Waited 8 - 30 days	45.6	40.1
Waited > 30 days	10.4	7.9
MHS Average		
Waited < 8 days	53.2	64.0
Waited 8 - 30 days	39.2	28.1
Waited > 30 days	7.6	8.0
Total population in Region 11	163,244	187,066

Table 3.3		
Waiting Time in Provider's Office in Region 11, by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 30 minutes	73.2	90.1
Waited 30 minutes to 1 hour	20.1	7.9
Waited > 1 hour	6.6	1.9
Not enrolled		
Waited < 30 minutes	69.7	92.5
Waited 30 minutes to 1 hour	16.8	6.6
Waited > 1 hour	13.5	0.9
MHS Average		
Waited < 30 minutes	67.7	83.6
Waited 30 minutes to 1 hour	22.7	13.0
Waited > 1 hour	9.6	3.5
Total population in Region 11	163,244	187,066

Table 3.4 Reasons for Beneficiaries Not Relying on a Military Facility for Most of Their Care in Region 11 Percent of Beneficiaries Who Did Not Receive Most Care From a MTF in the Past 12 Months	
	Percent reporting the reason
Never try to use MTF	31.2
No care needed in past 12 months	12.6
MTF is too far away	40.9
Hard to get an appointment at MTF	24.1
Can't see the same provider each visit	16.0
MTF usually used is closed	2.8
Needed services not available	7.6
Better care at civilian provider	20.3
Ineligible for military care	8.2
No appointment available for beneficiary like me	12.9
Difficult to find a parking space	1.7
Other	20.5
Total population in Region 11	167,794

KNOWLEDGE OF TRICARE AND TRICARE PRIME

Table 4.1 No Knowledge of TRICARE Percent of All Beneficiaries by Region	
	Percent with no knowledge of TRICARE
Region 1	45.9
Region 2	38.8
Region 3	29.7
Region 4	29.0
Region 5	52.6
Region 6	29.4
Region 7/8	30.3
Region 9	37.8
Region 10	37.8
Region 11	28.9
Region 12	24.5
Alaska	17.4
Europe	21.8
Mean, all regions	35.1
Total population	5,861,324

Table 4.2 Beneficiaries in Region 11 Having Unclear Information About Enrolling in TRICARE Prime Percent of Beneficiaries Reporting Knowing Something About TRICARE	
	Percent reporting unclear information
Active duty personnel	22.7
Active duty family members	18.7
Retirees, survivors, and family under age 65	28.4
Retirees, survivors, and family age 65 or over	43.4
Region 11 overall	26.6
Mean, all regions	33.9
Total population in Region 11	186,122

Table 4.3 Sources of Information About TRICARE in Region 11 Percent of Beneficiaries Reporting Knowing Something About TRICARE	
Source	Percent reporting the source
TRICARE presentation	30.7
Information package	63.2
Military doctor	17.4
Civilian doctor	4.0
TRICARE information number	21.7
Military base newspaper	23.3
Regular newspaper	5.8
Friends/neighbors	24.6
TRICARE service center	24.9
Radio/TV	0.7
Other source	20.4
Total population in Region 11	194,907

SOURCES OF HEALTH CARE

Table 5.1 Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider Percent of Beneficiaries in Region 11 by Beneficiary Group	
	Percent using military pharmacy
Active duty personnel	6.6
Active duty family members	19.4
Retirees, survivors, and family under age 65	21.6
Retirees, survivors, and family age 65 or over	36.2
Region 11 overall	21.5
Mean, all regions	25.0
Total population in Region 11	276,722

Table 5.2 Usual Source of Care for Beneficiaries in Region 11 Who Are Sick or Need Advice Percent of Beneficiaries Who Reported Having a Usual Source of Care			
	Percent using the given type of facility		
	Military	Civilian	Other
Active duty personnel	92.8	6.8	0.4
Active duty family members	69.7	27.4	2.9
Retirees, survivors, and family under age 65	27.6	66.7	5.7
Retirees, survivors, and family age 65 or over	13.2	76.8	10.0
Region 11 overall	42.6	52.1	5.3
Mean, all regions	46.5	49.4	4.1
Total population in Region 11	108,168	132,303	13,347

USE OF HEALTH CARE

Table 6.1 The Number of Outpatient Visits in the Past Year by Patients in Region 11 by Enrollment Status and Past Care Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given number of visits	
	MTF	CTF
Enrolled		
0 visits	10.0	16.3
1 - 5 visits	57.4	54.5
6 + visits	32.6	29.3
Not enrolled		
0 visits	38.5	4.7
1 - 5 visits	41.1	50.3
6 + visits	20.4	45.0
MHS Average		
0 visits	16.3	9.6
1 - 5 visits	52.9	49.6
6 + visits	30.9	40.8
Total population in Region 11	131,273	143,355

USE OF PREVENTIVE SERVICES

Table 7.1 Blood Pressure Readings by Enrollment Status in Region 11 Percent of All Beneficiaries	
	Percent reporting blood pressure reading
Enrolled in TRICARE Prime	
Active duty	98.2
Non-active duty	95.8
Not enrolled in TRICARE Prime	
Under age 65	94.9
Age 65 or over	97.6
Region 11 overall	96.4
Mean, all regions	96.3
Total population in Region 11	282,076

Table 7.2 Cholesterol Screening by Enrollment Status in Region 11 Percent of All Beneficiaries	
	Percent reporting cholesterol screening
Enrolled in TRICARE Prime	
Active duty	81.0
Non-active duty	73.3
Not enrolled in TRICARE Prime	
Under age 65	80.9
Age 65 or over	92.3
Region 11 overall	81.1
Mean, all regions	80.8
Total population in Region 11	282,500

Table 7.3 Breast Cancer Screening by Region Percent of Female Beneficiaries Age 50 and Over	
	Percent reporting breast cancer screening
Region 1	86.1
Region 2	85.3
Region 3	85.2
Region 4	83.3
Region 5	79.4
Region 6	83.2
Region 7/8	81.7
Region 9	86.1
Region 10	85.5
Region 11	81.7
Region 12	80.5
Alaska	84.4
Europe	63.1
Mean, all regions	83.7
Total population	1,426,067

Table 7.4 Pap Smears by Enrollment Status in Region 11 Percent of Female Beneficiaries			
	Percent reporting exam with Pap smear during given time period		
	Within 3 years	3 years +	Never
Enrolled in TRICARE Prime			
Active duty	98.1	1.9	0.0
Non-active duty	90.6	7.8	1.6
Not enrolled in TRICARE Prime			
Under age 65	82.5	15.6	1.9
Age 65 or over	82.0	16.9	1.2
Region 11 overall	86.7	11.8	1.5
Mean, all regions	87.5	10.7	1.8
Total population in Region 11	123,240	16,731	2,188

Table 7.5 Timing of First Prenatal Care by Region Percent of Female Beneficiaries Who Were Pregnant When Responding to the Survey or During the 12 Preceding Months	
	Percent reporting first prenatal care during first trimester
Region 1	88.5
Region 2	80.2
Region 3	89.7
Region 4	90.3
Region 5	92.5
Region 6	89.2
Region 7/8	91.7
Region 9	87.8
Region 10	92.2
Region 11	93.7
Region 12	94.4
Alaska	86.5
Europe	96.6
Mean, all regions	89.3
Total population	194,191

Table 7.6 Prostate Screening by Enrollment Status in Region 11 Percent of Male Beneficiaries Age 50 or Over			
	Percent reporting prostate screening		
	Within past 2 years	2 years +	Never
Enrolled in TRICARE Prime			
Active duty	59.4	34.3	6.3
Non-active duty	72.3	19.2	8.5
Not enrolled in TRICARE Prime			
Under age 65	69.0	23.5	7.5
Age 65 or over	82.9	13.9	3.2
Region 11 overall	75.4	18.7	5.8
Mean, all regions	77.8	NA	NA
Total population in Region 11	54,498	13,543	4,210

ENROLLMENT AND BENEFICIARY HEALTH STATUS

Table 8.1 Enrollment Status in TRICARE Prime Percent of Beneficiaries Who Reported Knowing Something About TRICARE			
	Percent reporting given enrollment status		
	Enrolled in TRICARE Prime	Not enrolled in TRICARE Prime	Don't know
Region 11	52.7	40.0	7.3
Average of mature TRICARE regions	53.3	40.5	6.2
Total population in Region 11	99,938	75,961	13,865

Table 8.2 Composite Scores of Physical Health by Enrollment Status in Region 11 Percent of All Beneficiaries	
	Percent below age adjusted median score for U.S. population
Enrolled in TRICARE Prime	
Active duty	45.5
Non-active duty	59.0
Not enrolled in TRICARE Prime	
Under age 65	54.8
Age 65 or over	46.8
Region 11 overall	52.5
Mean, all regions	51.0
Total population in Region 11	272,450

PERFORMANCE IMPROVEMENT PLAN

Table 9.1 Performance Improvement Plan for Region 11		
	Importance	Percent excellent or very good
Convenience of location of treatment	0.263837	56.47858
Convenience of hours	0.356769	45.17150
Access to health care whenever you need it	0.415666	39.37433
Access to a specialist if you need one	0.440271	35.82752
Access to hospital care if you need it	0.421766	49.10891
Access to medical care in an emergency	0.321663	56.93005
Ease of making appointments for health care by phone	0.346996	35.97360
Length of time you wait at office to see the provider	0.371842	30.98592
Length of time between making an appointment for routine care and day of visit	0.364067	30.90178
Availability of health care information or advice by phone	0.375954	34.11440
Services available for getting prescriptions filled	0.315916	54.92364
Thoroughness of examination	0.435707	47.90979
Ability to diagnose my health care problems	0.431272	44.85294
Skill of health care providers	0.455286	50.40695
Thoroughness of treatment	0.461719	47.69737
The outcomes of your health care (how much you are helped)	0.458407	46.73973
Overall quality of health care	0.512982	47.11901
Provider's explanation of health care procedures	0.464312	49.24791
Provider's explanation of medical tests	0.443194	48.07468
Attention provider gives to what you have to say	0.431667	48.91186
Advice provider gives you about ways to avoid illness and stay healthy	0.394797	45.80607
Courtesy shown to you by administrative staff (e.g., receptionists)	0.347288	49.00000
Courtesy shown to you by health care providers	0.426764	57.82748
Provider's concern for you as a person	0.446410	50.26709
Provider's concern for your privacy	0.386823	55.67356
Reassurance and support offered to you by health care providers	0.450761	42.35909
Amount of time with health care providers during a visit	0.436860	38.77327
Ability to choose health care providers	0.346325	25.01663
Ease of seeing the provider of your choice	0.361395	25.71429
Health care providers' personal interest in the outcome of your problem	0.420218	39.77337
Protection you have against financial hardship due to medical expenses	0.274365	42.45852
Help with arrangements to get the health care you need without financial problems	0.358456	39.39962
Ease of parking	0.215390	40.01063